

**GEODEL SAPLAGIO NATABIO**

**City Address:**

#87 Pinya Street, Road 1 Extension

, San Miguel

Heights, Marulas, Valenzuela City

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2939776

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# Work Experience

Rebisco Group of Food Companies

Audit Specialists/ IT Audit Specialists

**06.2011 -present**

* Reviewed and reported risk management issues to the audit committee
* Provided administrative support to the accounting department
* Communicated with the audit committee and the management as and when came across any irregularities
* Prepared internal audit reports
* Planned and executed risk-based audit programs

Convergys (former Stream Global Services)

Technical Support Representative

01.2010 – 03.2011

* Provided thorough support and problem resolution to customers.
* Instructed and trained end-users regarding specific software functionality
* Researched issues and on computer system and databases to resolve complaints, answer inquiries and outline solutions.

SPi CRM (former e-PLDT Ventus)

Sales and Customer Service Representative

02.2009 – 12.2009

* Provide direct customer services by informing them of products and services
* Identify sales opportunities and follow up on existing accounts for business development
* Handle and resolve customers’ complaints
* Explain products’ value and capabilities to customers
* Process payments in terms of checks and credit cards.

# Skills

* Outstanding analytical, problem-solving, and troubleshooting ability.
* Good communication (oral and written), customer service and interpersonal skills.
* Both independent and team worker, as required.
* MS Office proficiency, SAP ERP, Quickbooks, Other accounting system.
* SQL, Python and data analysis procedures.
* Web Programming skills (HTML, CSS, PHP, Bootstrap, Javasript, Jquery, Laravel 5.4)
* Poised and patient when dealing with clients.

# Education

Polytechnic University of the Philippines, Sta Mesa, Manila

Bachelor of Science in Accountancy

April 2010

# References

Available on request